

SPB Offers the Bilingual Oral Fluency Examination

The Bilingual Services Program (BSP) has begun offering the bilingual oral fluency examination in Spanish. The bilingual oral fluency examination is intended for staff who use their oral skills to assist members of the general public who speak little or no English, or who are seeking services from their department. The exam is designed to measure skill in vocabulary, pronunciation, grammar, comprehension, and communication. The exam measures the employee's ability to **converse** in the target language. The request to test a candidate for the bilingual oral fluency exam must be sent to the BSP by authorized personnel who have been contacted by a hiring manager who has a potential candidate for a bilingual position, and/or a manager who has designated a position as being bilingual and has an employee currently performing the bilingual duties. Testing is conducted over the telephone and the cost is \$115.00 per candidate. The BSP will:

- Schedule the exam
- Secure a site to give the exam
- Provide two chairpersons
- Prepare panel package
- Record the exam
- Send the results letter to the candidate and manager
- Key Entry of Result
- plus ancillary costs such as travel, etc

The department may fax or mail the memo request to the BSP by the 15th of the month in order to be scheduled for the last week of the month. (In the event of a backlog of request, candidates will be tested as soon as possible.) For example, if the BSP receives a request on October 12th, the exam will be scheduled for October 29th or October 30th. Otherwise, any request that is received after the 15th of the month will be scheduled for testing the last week of the following month. The following information must be provided to begin the scheduling process:

- Candidate's name
- Candidate's telephone number
- Candidate's home address
- Candidate's social security number
- Department and section employed
- Department's address
- Supervisor's name and telephone number
- Language to be tested

The candidates will be contacted to schedule the exam once all the pertinent information is received. If you have staff that you would like tested in another language other than the ones mentioned above, please let us know. The BSP will work with you to obtain testing for your bilingual employees. The contact for the bilingual oral fluency exams is:

Erika Diaz
(916) 651-9017
Fax: (916) 651-8781
e-mail: eadiaz@spb.ca.gov